



PROCEDURE FOR THE MANAGEMENT OF COMPLAINTS REGARDING THE CALCULATION OF SOCIEDAD DE BOLSAS, S.A. INDEXES

February 2016

1. Subject-matter

The purpose of this procedure is to establish the systematic to be applied in the processing of complaints on the calculation of the Indexes of Sociedad de Bolsas, S.A.

2. Scope

This procedure will be applicable in the management of complaints that, if any, arise from the calculation of the Indexes of Sociedad de Bolsas, S.A.

3. Beginning of the procedure

Any complaints regarding the calculation of the IBEX Indexes should be addressed in writing, including electronic media established for this purpose, to the Technical Advisory Committee, expressly indicating the will to submit a complaint, describing in detail this and the facts that support it and providing the supporting documentation of such facts.

4. Development of the procedure

The IBEX Indexes Management Secretariat is in charge of receiving and assessing the complaints in the first instance, proceeding to gather the appropriate background information on the issues raised in the different areas of Sociedad de Bolsas, S.A., which may be aware of them.

Additionally, the IBEX Indexes Management Secretariat will inform the Technical Advisory Committee Secretariat that, in turn, will inform the Technical Advisory Committee.

It is also the responsibility of the IBEX Indexes Management Secretariat to submit to the Technical Advisory Committee the corresponding proposal for resolution of the complaint along with the same and all the background information gathered.



5. Applicable regulation

The internal rules to be taken into account in the management and resolution of complaints are, among others, the following:

- Technical Regulation for the Composition and Calculation of Sociedad de Bolsas, S.A. Indexes.
- Notice of the Technical Advisory Committee.
- Notice of Manager of the Index.

6. Resolution

The resolution of the complaints posed corresponds to the Technical Advisory Committee.

The resolution will be written, addressed to the complainant and will also tackle all the issues that arise in the complaint.

7. Deadline

A maximum period of ninety days is established from the date of the entry registration of the corresponding claim for its resolution.

8. Monitoring

The Technical Advisory Committee, at its ordinary meetings, must be informed of the status, evolution, and, where appropriate, resolution, of all the complaints received.

9. Record-keeping

The complaint records, as well as all the documentation provided and generated in the processing of the complaint, shall be kept in a file reserved for that purpose, for a period of at least five years.